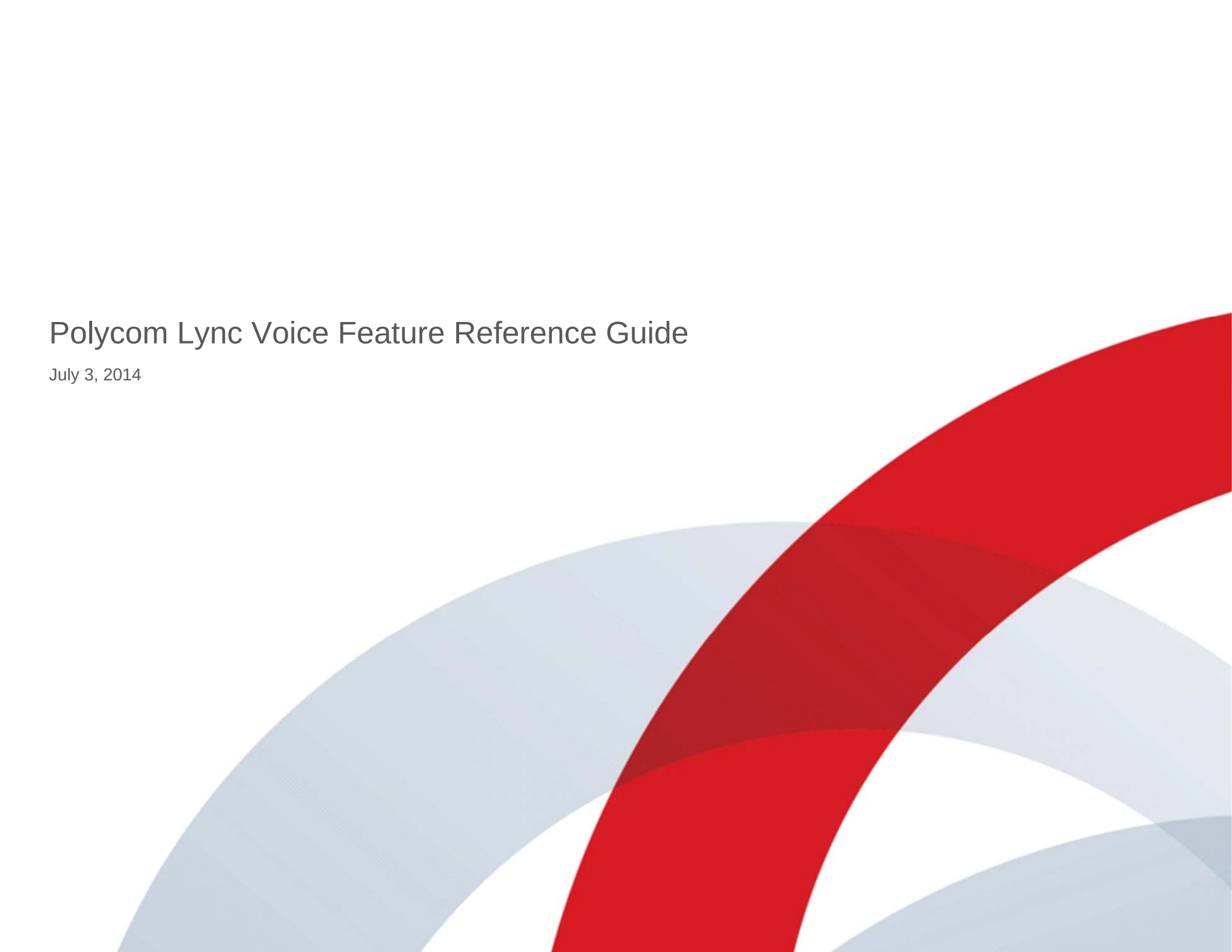
Polycom Lync Voice Feature Reference Guide

July 3, 2014



Trademark Information

POLYCOM®and the names and marks associated with Polycom'sproducts are trademarks and/or service marks of Polycom, Inc., and are registered and/or common law marks in the United States and various other countries. All other trademarks are the property of their respective owners.

Polycom Voice Lync Feature Reference Guide

Legend	Description
✔	Existing Supported Feature
✔	New in UCS 5.1.1 and maintenance releases (July 2014)
✔	See note
(blank)	Not Supported

Category	Label	Lync Capable Models
Hardware Platforms Supported	CX/LPE	Polycom® CX 500, 600, 3000
	VVX	Polycom® VVX 300/310/400/410/500/600 Business Media Phones
	SSIP	Polycom® SoundStation® IP 5000 & Polycom® SoundStation® Duo
	SPIP	Polycom® SoundPoint® IP 321/321/335/450/550/560/650 Phones
	SST	Polycom® SoundStructure® VoIP Interface

Category	Feature/Customer Requirement	Description	CX500	CX600	VVX300	VVX310	VVX400	VVX410	VVX500	VVX600
Desk Phone Hardware	Line Keys	Registration Boss/Admin contacts and Pinned Favorites	0	0	6	6	12	12	12	16
	Video Support	SIP/Lync and H323 Video							✔ Optional	✔ Optional
	USB Port	USB Headsets, USB Bluetooth, USB Sticks for call recording, USB VVX Camera, USB Wireless	0	0	0	0	0	0	2	2
	Touch Screen	Useful for micro browser nav							✔	✔
	Expansion Module Support	Up to 3 Ems. 28 keys, 3 pages. 84 contacts per module up to 252 additional contacts			✔ Optional	✔ Optional	✔ Optional	✔ Optional	✔ Optional	✔ Optional
	Electronic Hook Switch	Call center use			✔	✔	✔	✔	✔	✔
	Speakerphone with HD Voice and acoustic clarity technology	Rich sound quality		✔	✔	✔	✔	✔	✔	✔
	Bluetooth	Bluetooth headset								✔
	MWI Light	Message waiting indicator	✔	✔	✔	✔	✔	✔	✔	✔
	Presence Light Indication	Presence light indicator	✔	✔	On Screen	On Screen	On Screen	On Screen	On Screen	On Screen

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
Lync Core Software Features V3	Call Transfer, Hold, Mute	Flexible user phone functions	✔	✔	✔	✔	✔
	Full Duplex Echo Cancellation		✔	✔	✔	✔	✔
	Media Encryption	SRTP, SSRTP	✔	✔	✔	✔	✔
	Direct SIP Registration to Lync Server	Microsoft SIP, TLS for SIP Signaling, SRTP, SSRTP	✔	✔	✔	✔	✔
	Peer-to-Peer Audio Calling	Initiate and receive two-party calls	✔	✔	✔	✔	✔
	Enterprise Voice		✔	✔	✔	✔	✔
	Message Waiting Indicator (MWI)	Illumination of MWI lamp indicates new messages	✔	✔	✔	✔	
	Voice Mail Retrieval	One-touch call to voice mail attendant	✔	✔	✔	✔	✔
	Presence Publication	Indicates the status of your contacts	✔	✔	✔	✔	✔
	Presence State Control	Choose from a menu of presence states	✔	✔	✔	✔	✔
	Calls Logs	Local call history for missed, received, and outgoing calls	✔	✔	✔	✔	✔
	Log Access	Local phone access to diagnostic logging	✔	✔	✔	✔	✔
	Device Updates	Centralized phone updates from an out-of-band server	✔	✔	✔	✔	✔
	VLAN Assignment	LLDP-MED/DHCP VLAN assignment	✔	✔	✔	✔	✔
	Device Sign In	Out-of-the-box user sign in and sign out	✔	✔	✔	✔	
	Remote Worker Scenarios	Edge Server registration for off-location users	✔	✔	✔	✔	✔
	Firewall Traversal	A/V Edge Server support using the ICE, STUN, and TURN protocols	✔	✔	✔	✔	✔
	Federation	Connect people across organizations and domains	✔	✔	✔	✔	✔
	Provisioning	Support for in-band provisioning from Lync Server	✔	✔	✔	✔	✔
	Lync Monitoring	QoE Monitoring	✔	✔	✔	✔	✔
	Lync Reporting	Device Inventory Reports	✔	✔	✔	✔	✔
	Call Admission Control	Support for in-band bandwidth policy	✔	✔	✔	✔	✔
	Media Bypass	By-pass the Lync mediation server to send media directly to a PSTN Gateway	✔	✔	✔	✔	✔
	Dial Plans	Support for Lync Server Regex normalization patterns passed via an in-band provisioning to the end nt. Limited to regular expression support. Option for server-side normalization.	✔	✔	✔	✔	✔
	Call Forwarding to Contacts	Forward calls to another contact	✔	✔	✔	✔	✔
	Call Forwarding to Voicemail	Forward calls directly to voicemail	✔	✔	✔	✔	✔
	Response Groups	Phone can be part of a Response Group or IVR	✔	✔	✔	✔	✔
	Team-Call	Phone supports being part of team calling	✔	✔	✔	✔	✔
	Delegates	Phone supports being a delegate phone	✔	✔	✔	✔	✔
	Private Lines	Lync user's secondary TELURI where incoming calls will be	✔	✔	✔	✔	✔

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
		indicated as private on the phone screen					
	Branch Office Survivability	Maintain SBA/SBS registration during WAN outage, automatic recovery	✔	✔	✔	✔	✔
	Front-End Pool Pairing	Maintains a secondary pool for fail-over	✔	✔			✔
	E911	Supports in-band provisioning information for Emergency 911	✔	✔	✔	✔	✔
	Location Services	LLDP-MED location based information support	✔	✔	✔	✔	✔
	Contacts List	Display Lync contacts and their current presence status	✔	✔	✔	✔	✔
	Contact Groups	Display and expand groups in the Lync user's contact list	✔	✔	✔	✔	✔
	Web Ticket Authentication	Used to gain access to a web service. Support for web tickets obtained using NTLM, PIN, or a client certificate used as authentication credentials. Lync Authentication: NTLM SIP Registration: TLS-DSK User Sign In: NTLM Credentials, Pin Authentication NTLMv2 Authentication	✔	✔	✔	✔	✔
	Client Certificate Provisioning	Automatic provisioning using a web ticket	✔	✔	✔	✔	✔
	TCP Media	RTP Media and ICE negotiation supported over TCP when UDP is unavailable	✔	✔	✔	✔	✔
	Pin Authentication	Support for Lync authentication using the user telephone number or extension and PIN	✔	✔	✔	✔	✔
	Lync Auto Discovery	Lync Auto Discovery using DNS SRV records	✔	✔	✔	✔	✔
	Root Cert Download – Option 43	Root Certificate Chain download via DHCP Option 43	✔	✔	✔	✔	✔
	Root Cert Download – LDAP	Root Certificate Chain download via LDAP	✔	✔			✔

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
Lync Extended Software Features	Boss/Admin	Shared line with boss and admin		✔			
	▪ Send-to-Boss-Voicemail	Delegate can Redirect/Transfer directly to Boss' VM		✔			
	Better Together / PC Tethering	BT over Ethernet (BToE) for call control /authentication	✔	✔ [1]			
	▪ BT PC Audio Playback	Playback of audio on the phone through BToE	✔				
	Call Park	Ability to park and retrieve calls on the phone	✔	✔			
	Address Book Search	Ability to search contacts in the Lync address book	✔	✔			
	▪ Contact Card Support	Ability to access a contact's number(s) and voicemail	✔	✔			
	▪ User Image	Displays the contacts photo	✔				
	▪ Predictive & T9 Text	Quick input of a name in address book search screen	✔				
	Lync Status Screen	Lync web diagnostic screen		✔			✔
	Expansion Module Support	Ability to have a sidecar with additional line keys		✔			
	Music on Hold	Music on Hold	✔				
	Hot Desking	Hot Desking or Hoteling	✔				
	Device Lock	Lync Device Lock	✔				
	Lync Conferencing (CCCP)	Complete Lync Centralized Conference Control Protocol	✔				
	▪ Conference Mute	Mute or Unmute phone in a AVMCU Conference Call	✔	✔			✔
	Enhanced Presence	Enhanced Presence (in a call, in a meeting, in a conf etc.)	✔	✔			
	Exchange Auto Discover	Autodiscover Exchange web services	✔				
	Exchange Call Logs	Use Exchange to store call logs	✔				
	Exchange Visual Voicemail	Visual Voicemail	✔				
	Call Group Pickup	Inbound call group pickup	✔	✔	✔	✔	✔
	Malicious Call Trace	Mark incoming calls as malicious	✔				
	E911 Conferencing	Conference security desk with the Phone calling E911	✔				
	E911 dial plan priority	E911 dial plan priority over regular dial plan	✔				
	Lync Media Port range for QOS	Lync Inband provisioning of media port range	✔				
	Support for Lync QoE	Report Quality of Experience to Monitoring Server	✔				
	Contact Distinctive Ring	Distinctive Ring support by contact	✔				
	Untethered AD Login	Lync Login without having to be tethered to a PC		✔	✔	✔	✔
	UX Remove Domain Part	Removing domain part from CID Info	N/A	✔			✔

[1] Microsoft support pending BToE feature qualification (future). Customers may use the feature with Polycom support.

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
Polycom Software Features	Micro Browser	Built in phone browser (QT Webkit 2.2.1)		✔	✔	✔	
	Idle Screen Browser	Browser overlay when phone is in idle state		✔		✔	
	Web Interface Management	Phone web management interface		✔	✔	✔	✔
	USB Call Recording	Directory record phone audio to USB stick in .WAV		✔			
	USB Image Import/Viewer	Import and display images on a USB stick		✔			
	USB Headset Support	Support for HID compliant Headsets		✔			
	LDAP Directory Support	LDAP v3 Support (sorting, unsorting, VLV)		✔	✔	✔	
	Group Paging	Group paging capability – 25 different channels		✔	✔	✔	
	Push to Talk	Push to Talk capability		✔	✔	✔	
	H323 Support	H.323 Video Support		✔			
	Custom+66 Option	DHCP Options used for locating a provisioning server		✔	✔	✔	✔
	HTTP(S)/FTP(S)/TFTP	Provisioning server protocol (config/software updates)		✔	✔	✔	✔
	Application Logging	Detailed module logging used for troubleshooting		✔	✔	✔	✔
	Syslog	Send module logging to a syslog server		✔	✔	✔	✔
	Screen Capture	Capture the screen via webUI or boot server		✔	✔	✔	✔
	Streaming Capture	Stream packets to a remote wireshark interface		✔	✔	✔	✔
	Screen Customization	Load background image		✔	✔		
	Custom Ringtones	Customize ring tones and alerts		✔	✔	✔	
	Enhance Feature Key Mapping	Use EFK to customize key functions		✔	✔	✔	
	CDP & STATIC VLAN Discovery	Cisco VLAN discovery and Static VLAN assignment		✔	✔	✔	✔
	802.1x	Ethernet Port Security (multiple supplicants incl eap-tls)		✔	✔	✔	✔
	Idle Screen Contacts Keys	Contact Keys with Extended Presence on Idle Screen		✔		✔	
	WEB Interface Pin Auth	Pin Authentication login on web interface		✔			✔
	WEB interface AD login	AD authentication login on web interface		✔	✔	✔	✔
	Customizable Power Save	Customize business hours for off hours power save		✔	✔	✔	✔

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
Lync 2010 and Lync 2013 Qualific-ation	Version 1 Qualification – Core Features	Qualified with UCS 4.1.x software branch	N/A	✔	✔	✔	✔
	Version 3 Qualification – Core Features	Qualified with UCS 5.1.1 software branch	N/A	✔			✔

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
Lync Hosted Support	O365S	Requires ORGID feature in UCS	✔				
	O365D	Non-CX EPs blocked from O365D	✔	✔	Blocked	Blocked	Blocked
	LHP 2010	Lync Hosted Pack – multi tenant	✔	✔	✔	✔	✔
	LHP 2013	Lync Hosted Pack – multi tenant	✔	✔	✔	✔	✔

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
CODEC Support	G.722		✔	✔	✔	✔	✔
	G.711		✔	✔	✔	✔	✔
	G.729			✔	✔	✔	✔
	RTA CODEC	Real Time Audio Codec	✔				
	Lync 2010 video support - H263	Video codec used with Lync 2010 video interop		✔	✔	✔	✔
	H264AVC			✔	✔	✔	✔

Category	Feature/Customer Requirement	Description	CX/LPE	VVX	SSIP	SPIP	SST
Misc.	Lync SKU (3PIP)	Lync SKU - (3PIP) Qualified UCS in Lync SKU	N/A	✔ [2]			
	Ice Stack - RFC Draft ver 6	Example, Exchange 2007 uses RFC Draft ver 6	✔				
	Ice Stack – RFC ver 19	RFC 5245 (draft ver 19)	✔	✔	✔	✔	✔
	RG media delay	Ring Group media Delay	✔				

© 2014 Polycom, Inc. All rights reserved. All Polycom® names and marks associated with Polycom products are trademarks or service marks of Polycom, Inc. and are registered or common law marks in the United States and other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom. Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

[2] As of July 2014, VVX Lync Edition phones are shipping with UCS 4.1.5. VVX Lync Edition phones shipping with UCS 5.1.1 is planned for Sep 2014.